SAN DIEGO COUNTY TRANSFER OF CARE REPORT FEBRUARY 2018

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San Diego County Transfer of Care Report, February 2018

Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

Rankings: San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

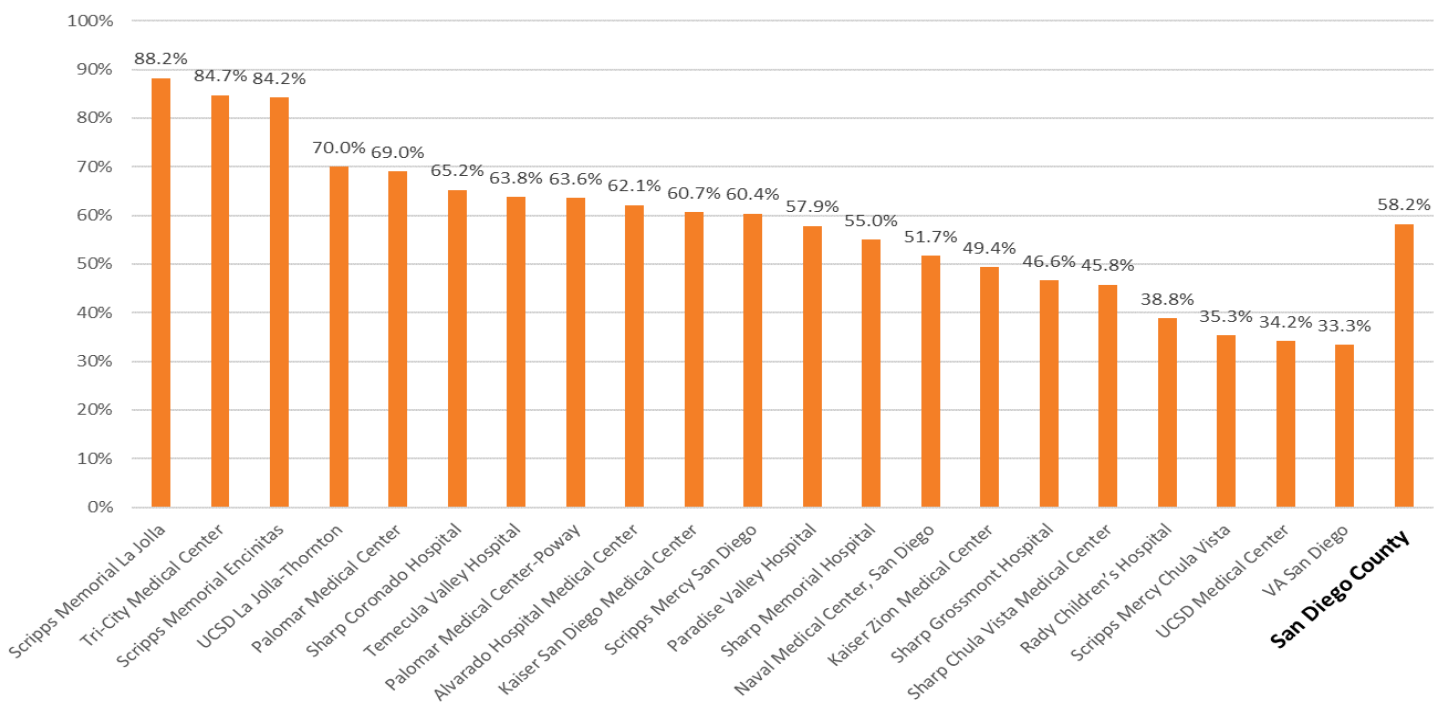# San Diego County Transfer of Care Report, February 2018

Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, February 2018

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial La Jolla	1	919	88.2%	79.3%	7.4	30.2	82.9%
Tri-City Medical Center	2	1,048	84.7%	64.0%	16.5	35.6	83.9%
Scripps Memorial Encinitas	3	729	84.2%	67.5%	14.1	35.4	67.4%
UCSD La Jolla-Thornton	4	20	70.0%	50.0%	20.5	53.9	40.0%
Palomar Medical Center	5	803	69.0%	50.8%	19.7	47.2	70.9%
Sharp Coronado Hospital	6	141	65.2%	46.1%	21.8	39.0	23.4%
Temecula Valley Hospital	7	141	63.8%	45.4%	21.6	58.8	65.2%
Palomar Medical Center-Poway	8	437	63.6%	44.4%	23.0	43.4	32.5%
Alvarado Hospital Medical Center	9	354	62.1%	45.2%	23.0	46.9	44.6%
Kaiser San Diego Medical Center	10	117	60.7%	36.8%	25.8	48.5	42.7%
Scripps Mercy San Diego	11	1,370	60.4%	48.0%	21.5	39.4	54.2%
Paradise Valley Hospital	12	484	57.9%	43.4%	24.7	46.4	43.2%
Sharp Memorial Hospital	13	1,459	55.0%	41.5%	26.4	42.4	39.9%
Naval Medical Center, San Diego	14	143	51.7%	24.5%	29.7	43.0	7.7%
Kaiser Zion Medical Center	15	630	49.4%	28.4%	30.1	53.8	38.7%
Sharp Grossmont Hospital	16	1,701	46.6%	27.0%	30.8	69.0	37.4%
Sharp Chula Vista Medical Center	17	592	45.8%	29.4%	30.2	63.5	42.1%
Rady Children's Hospital	18	376	38.8%	19.9%	30.3	52.3	12.0%
Scripps Mercy Chula Vista	19	807	35.3%	17.1%	31.6	55.2	22.3%
UCSD Medical Center	20	1,137	34.2%	18.0%	30.4	46.2	24.6%
VA San Diego	21	18	33.3%	11.1%	30.3	40.8	0.0%
San Diego County Total		**13,426**	**58.2%**	**41.5%**	**24.9**	**48.0**	**47.4%**

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department

San Diego County Transfer of Care Report, February 2018

Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, February 2018

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
CSA 69	1	699	85.3%	69.0%	14.6	38.5	87.6%
Vista	2	528	82.2%	60.4%	17.1	42.5	85.2%
Oceanside	3	593	84.7%	67.5%	15.0	35.1	83.8%
San Marcos	4	478	77.2%	58.2%	17.3	44.8	81.8%
North County FPD	5	223	70.0%	51.1%	19.6	48.4	79.8%
Carlsbad	6	354	91.2%	76.6%	13.5	29.3	76.3%
Poway	7	177	86.4%	68.9%	13.7	33.1	66.7%
CSA 17	8	426	84.0%	64.1%	15.2	35.6	58.2%
Barona	9	30	70.0%	53.3%	19.2	75.0	56.7%
Viejas	10	32	37.5%	28.1%	36.6	59.0	50.0%
Float Ambulances (AMR)	11	405	42.0%	23.7%	33.8	59.7	39.3%
San Diego	12	6,049	50.5%	36.4%	29.8	41.5	38.1%
Coronado	13	86	79.1%	67.4%	13.5	45.5	37.2%
National City	14	367	54.8%	36.0%	28.2	54.1	36.2%
GHD Zone 1	15	805	53.5%	30.6%	28.3	56.2	33.9%
Chula Vista	16	1,117	46.8%	27.8%	31.4	57.1	32.6%
Valley Center FPD	17	169	40.8%	26.0%	35.5	62.6	32.5%
El Cajon	18	768	38.8%	21.5%	36.1	69.0	30.1%
Sycuan	19	20	75.0%	45.0%	21.0	42.5	20.0%
GHD Zone 2	20	100	63.0%	30.0%	26.0	61.1	10.0%
Escondido	21	0	0.0%	0.0%	0.0	0.0	0.0%
San Diego County Total		13,426	58.2%	41.5%	24.9	48.0	47.4%

Figure 2

TOC Compliance by San Diego County Ambulance Response Zone

Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

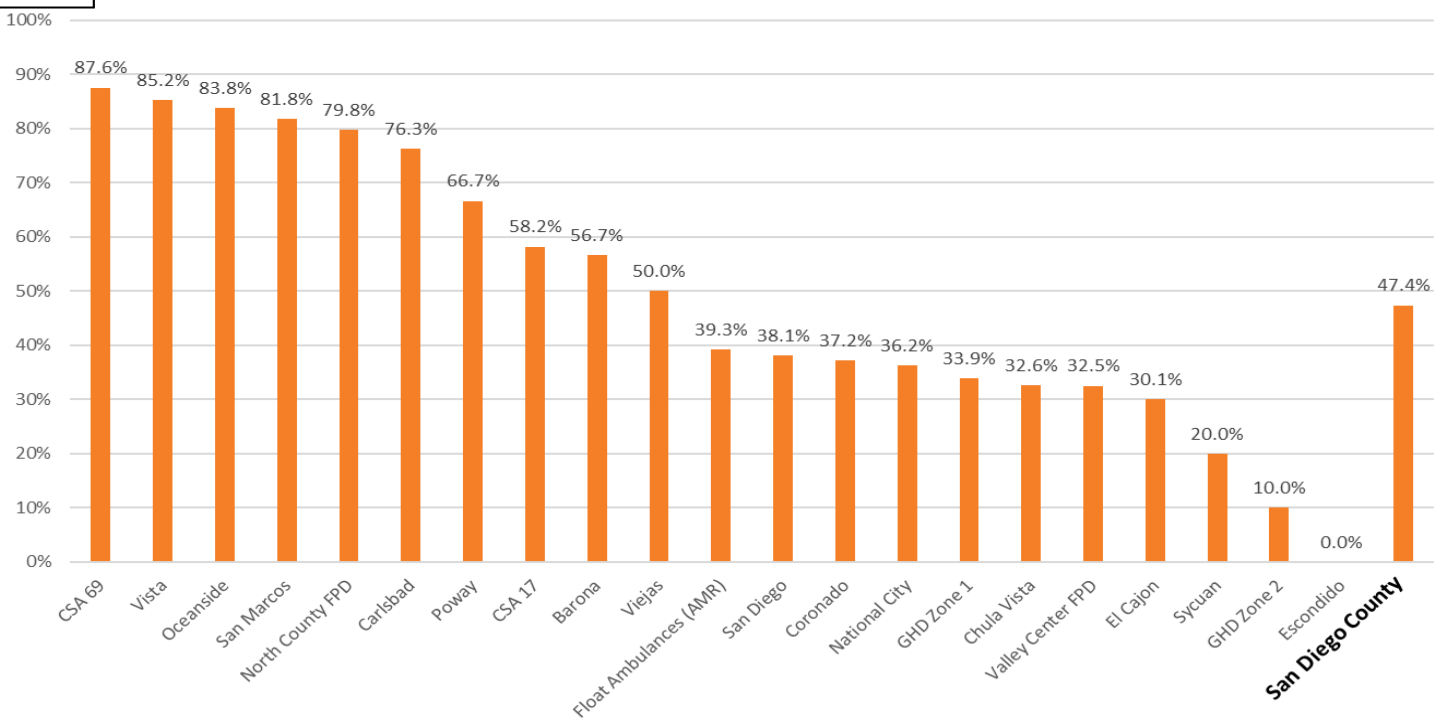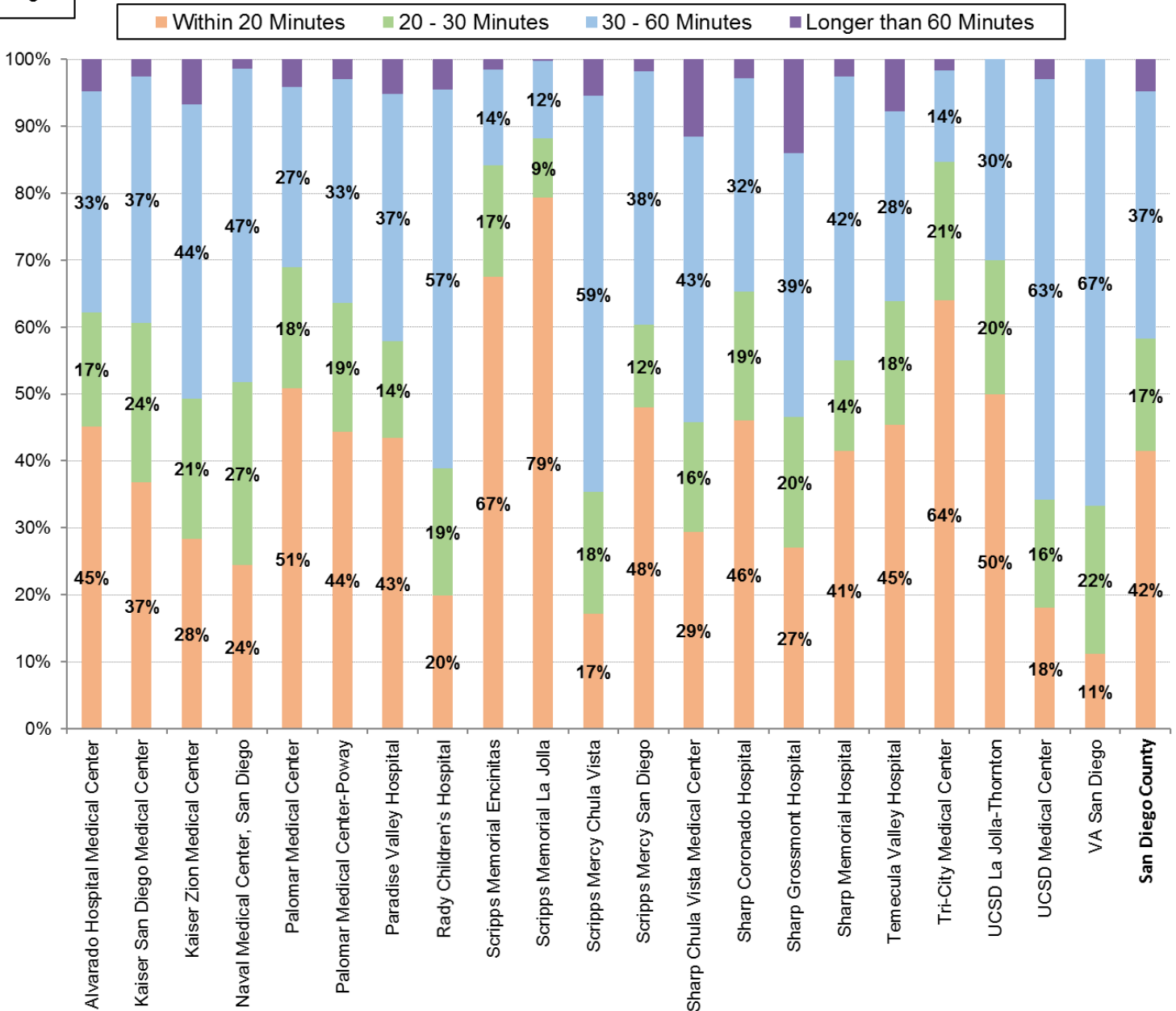# San Diego County Transfer of Care Report, February 2018

Transfer of Care Data by Patient Offload Time Category

Figure 3

Distribution of Offload Times by San Diego County Emergency Department

Legend: ■ Within 20 Minutes ■ 20 - 30 Minutes ■ 30 - 60 Minutes ■ Longer than 60 Minutes